



**ADDENDUM
CITY OF AUSTIN, TEXAS**

Solicitation: RFP 5600 GAZ3010 Addendum No: 2 Date of Addendum: 6/14/21

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Extension:

The **Offers Due** is hereby extended until **2:00 PM local time, Tuesday, July 13, 2021.**

The **Offer Opening** is hereby extended until **3:00 PM local time, Tuesday, July 13, 2021.**

The **Questions Due** is hereby extended until **4:45 PM local time, Tuesday, June 29, 2021**

II. Questions:

1. Q) Reporting Examples - Can the City provide potential vendors with samples of existing reports they envision being developed in the selected system?

A) The City's core reports are listed below:

- Eminent Domain – Request for Council Action
- Monthly Report – New
- Property Agent Workload
- Property Agent Workload In Design
- Current Leasing Assignments by Agent
- Lease Expiration Report

Examples (complete and partial) of each report will be provided, although data in the reports data may be scrubbed or redacted as necessary.

Additionally, please note that the City expects solutions to support basic reports such as a list of all City-owned properties, leases, etc.

2. Q) Training - Can you clarify the training requirements?

A) The City expects vendors to provide essential training for two primary groups:

- End-User Training – For City employees that will be working with the system on a daily basis to fulfill their regular responsibilities. Training should cover accessing the system, navigation, performing basic functions, running defined reports, and other key features of the software.

- Administrator Training – For City System Administrators and advanced users who will be working with and managing the solution. Training should cover core system administration, maintenance schedules, data management (e.g., backups, restores, error tracking), report management and customization, as well as basic system navigation and use.

Training should be run as one or more virtual workshops for both groups with live demonstrations. All sessions will be recorded and provided to the City for its internal use only.

The vendor must provide current comprehensive training materials, including by not limited to end-user guides, administrator guides, and other technical documentation (e.g., API guides, data dictionaries, etc.). All materials must be available for reprint by the City for its internal use.

3. Q) User Community - The pricing sheet lists 50 users. Can you please confirm the anticipated number of users (by user group) that will be using the system?

A) 50 Core End-Users – City employees that will be using the system on a daily basis to perform their work functions. Depending on the solution structure, we would consider these standard licensed users.

- Acquisitions – 10
- Administrative (Not IT) – 2
- Appraisals – 3
- Financial Services – 2
- Leasing – 4
- Supervisors and Leadership – 9
- Support Services – 5
- Other City Department End-Users – 15

15 Core Administrators – City employees that will be managing and administering the system. Depending on the solution structure, we could consider these high-tier licensed users.

300 External Users - City employees and third-party users (e.g, property owners, real estate agents, etc.) that will need to access the "public portal" to view invoices, submit workorders, and to track other system support processes. Depending on the solution structure, we would consider these unlicensed/no-cost registered users.

4. Q) Mobile Application - What processes/tasks does the City require to be performed in the field on the mobile application?

A) The City's expectation is that its end-users and external users (i.e., basic licensed and unlicensed registered users) will have access to the following through their mobile devices, such as smartphones and tablets, either via a mobile-friendly website (preferred) or dedicated multi-platform app:

External Users (Unlicensed Registered)

- Access to the "public portal" to view invoices, submit work orders, and for basic tracking of system supported processes (e.g., project status)

End-Users (Licensed)

- Access to the "public portal" to view invoices, submit work orders, and for basic tracking of system supported processes (e.g., project status)

- Access to view and search through City real estate inventory
 - Not Required – Limited ability to add and update entries, restricted via account controls/permissions
- Access to view and search through City leases and agreements
 - Not Required – Limited ability to add and update entries, restricted via account controls/permissions
- Limited access to dashboards and reports

5. Q) Data Migration – Can you provide more clarity as to the type of data that will be migrated to the REMS, and how much data (e.g., record count, data tables, etc.) that will be migrated to REMS?

A) The City's essential data for the initial import consists of roughly 7,000 property and easement records, as well as 300 lease agreements (current and historic).

The property and easement records contain details such as the physical street address, associated agents working on the properties, subplots, City steward department(s), owner department(s), square footage, various deadline dates, notes, etc.

The data is spread across existing enterprise systems, small SQL-based databases, and Excel workbooks.

The City's requirement for a professional services team to assist with data migration is based on the expected need for assistance in preparing and migrating current and historic data from existing sources into the REMS.

6. Q) Is there an approved budget for the system? Can you share the projected budget for the system?

A) The City does not have a projected budget to share at this time.

7. Q) Go-Live - Is there an anticipated go-live date for the solution?

A) The City does not have a specific go-live date for the solution at this time. However, the City is expecting a go-live within 9-12 months of solution selection.

8. Q) In terms of quantity. Do you have a scope of total number of properties and total property types/classifications available?

A) The city has roughly 4,300 fee-simple properties and 2,700 non-fee-simple assets, for a total of approximately 7,000 items.

The major types/categories consist of:

- Fee Simple
- Fee Simple – (Parkland, Open Space, Balconies Canyonland Preserve)
- Leasehold
- Easement (Various sub-types of utility easements)
- Temporary easement (Various sub-types)
- Conservation Easements
- Water Quality Easements

The City can be flexible on the level of detail for recording sub-types, depending on the solutions record attribute filtering and reporting options.

III. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

ACKNOWLEDGED BY:

_____	_____	_____
Name	Authorized Signature	Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.